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NASA Procedural Requirements

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Subject: Aircraft Operations Management w/Interim Revision to Chapter 3

Responsible Office: Aircraft Management Division

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CHAPTER 7: Intercenter Aircraft Operations Review Program

7.1. Purpose

The NASA intercenter aircraft operations review program provides an objective management evaluation of the procedures and practices that are being used at the operating Centers to ensure safe and efficient accomplishment of assigned missions and goals. In addition to providing Center Directors and Headquarters management officials with an overview of the general health of all aspects of aircraft operations, the review teams also identify deficiencies in, or deviations from, NASA-wide policies, procedures, and guidelines. Results of the reviews will be used to update NASA-wide or local directives, as appropriate, in order to enhance standardization and improve productivity. The evaluations are conducted primarily by intercenter team members and, thus, are a valuable method of communicating current information among Center aircraft operations personnel (See Appendix B for the review sheet and Appendix C for the review plan.).

7.2. Responsibilities

The review program is an important IAOP function. The IAOP will establish intercenter review teams to periodically review all aspects of aircraft operations at NASA Centers, including the implementation of Center procedures. The Centers and appropriate Headquarters offices (e.g., AMT, Aviation Safety) will provide personnel to serve on the teams. The AMT will coordinate the review program.

7.3. Procedures

In conducting reviews, the following guidelines will be used:

7.3.1. The review team will be composed of a team leader who is a member of the IAOP and four or five team members selected from various Centers to provide expertise in the areas of operations, maintenance, quality assurance, avionics, and aviation safety. The mix of Center members will vary for each review. The AMT will provide a member for each review who will be responsible for analyzing management practices and special interest items. In addition, the Office of Safety and Mission Assurance will provide a member for each review who will be responsible for aviation safety compliance. The Aerospace Safety Advisory Panel may send an observer to each review. The AMT will maintain a current review schedule.

7.3.2. A letter will be written to the appropriate Center Director and cognizant Headquarters Program Office listing the scope and time of the review and requesting a briefing on the Center's aircraft operations program. This letter is the responsibility of the AMT.

7.3.3. Depending on the level of flight activity at a Center, the reviews should be completed within a period of 2 to 4 days. The team leader will ensure that sufficient time is spent at the site for a thorough review.

7.3.4. All reviews will begin with a team entrance briefing and conclude with an exit debriefing between the review team and the Center Director or his designee. The team leader should introduce the team members and explain the scope and purpose of the review at the entrance briefing.

7.3.5. The entrance briefing given by the Center to the review team should be comprehensive. Local operations and maintenance documents should be made available to the team, and the team members should familiarize themselves with the documents before performing field work.

7.3.6. Standards for the review will continue to be those that ensure compliance with established instructions. They include FAA, DoD, manufacturer, industry, and association standards as applicable to NASA aircraft operations.

7.3.7. Review checklists will be made available to each review team member to use as a guideline to ensure compliance with applicable instructions. Team members should discuss findings and recommendations with the affected Center party to ensure mutual understanding of the observations. Minor discrepancy items should be brought to the attention of the first-line supervisor for immediate corrective action. The team leader should hold daily team progress meetings to discuss discrepancies and possible recommendations.

7.3.8. The team leader's exit briefing should be in sufficient detail to inform Center management of the status of local aircraft operations activities with particular emphasis on significant findings and recommendations requiring management attention.

7.3.9. Reviews will be documented in a brief report that focuses on significant findings and recommendations. The review report should address those items that require Senior Management attention and also should identify those activities that are being performed in an outstanding manner. Criticality criteria will be used to assist management in prioritizing responses as follows: Required Action, Recommendation, and Commendable Finding. Required Actions will cite the specific rule that is not in compliance. The report will be forwarded by the review team leader to the cognizant Program Office. Copies will be sent to the cognizant Center Director, appropriate Headquarters offices, IAOP members, and members of the review team.

7.3.10. The Center Director will be responsible for responding to the appropriate Enterprise Associate Administrator concerning corrective actions. The Enterprise Associate Administrator will review the response and forward it to the AMT. The AMT and appropriate IAOP review team leader will review the response for adequacy, followup as necessary, track recommendation responses, and close out the report.

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